

CALIFORNIA ATTORNEY GENERAL'S OFFICE

DEPARTMENT OF JUSTICE

**CLETS 2009
STRATEGIC PLAN**



**California Law Enforcement Telecommunications System
(CLETS)**

The Bureau of Criminal Information and Analysis (BCIA) exists within the California Justice Information Services Division in the Department of Justice (DOJ). Its mission is to improve the criminal justice system and enhance public safety through a variety of information systems, investigative assistance programs and licensing-related functions. Major emphasis is placed on applying technology to improve the utility, timeliness, quality and quantity of services in all operations. Service development and maintenance require coordination of changes, integration of systems and elimination of redundant efforts among agencies at all levels of government.

The DOJ is required to maintain a statewide communications system for use by law enforcement agencies. The CLETS provides law enforcement and criminal justice users from local, state and federal agencies access to the following: the Federal National Crime Information Center, the National Law Enforcement Telecommunications System, the DOJ and the Department of Motor Vehicles. A strategic plan was originally adopted by the CLETS Advisory Committee (CAC) in 1996. The Plan was more recently revised in February 2009, when it was updated to better respond to law enforcement information-sharing needs and to incorporate more advanced technology when possible. This document summarizes the DOJ's strategic direction related to the CLETS for the next three to five years and sets forth its mission, vision and guiding principles related to the CLETS.

The CAC serves as the primary advisory body to the Attorney General with regard to the collection, storage, dissemination and security of data utilizing the CLETS. It is composed of 10 members with representatives from the following entities: California Peace Officers' Association (2), California State Sheriffs' Association (1), California Police Chiefs Association (1), California State Association of Counties (1), League of California Cities (1), Department of Justice (1), Department of Motor Vehicles (1), Department of General Services (1) and the California Highway Patrol (1). The CAC is responsible for the approval of CLETS applications for service and the formulation and approval of CLETS operating policies, practices and procedures. The CAC is supported by staff in the CLETS Administration Section within the BCIA, which is responsible for the staff work associated with reviewing and processing CLETS upgrade applications and submitting new applications that have policy impact to the CAC for approval.

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Key Strategic Issues

The following represent the program's most significant challenges and opportunities:

- **Funding Strategies.** Finding available state and federal funding to improve the DOJ resources and to enhance the services it provides to California criminal justice agencies is difficult but would enable the DOJ to enhance the technology and internal resources necessary to facilitate the exchange of information among law enforcement agencies.
- **Flexibility in Adapting to Changes in Strategic Directions to Meet the Telecommunication Needs of Criminal Justice Agencies.** As the business needs of criminal justice agencies become more complex and sophisticated, the DOJ must be flexible and adaptable in embracing new strategic directions or changing environments so that it may provide services to address the changing and increasing demands for CLETS services.
- **Integrity and Security of the CLETS Network.** It is critical to maintain the integrity and security of the CLETS network as the volume of data traversing through CLETS increases and there is greater reliance on the accuracy of data that is exchanged among CLETS users. Therefore, it is important that appropriate measures be taken to safeguard the CLETS network.
- **Use of the State-of-the-Art Technology.** As the need for criminal justice information data becomes more complicated by its many clients, finding technology solutions to meet those needs also becomes more difficult. The DOJ must be creative in its exploration and use of state-of-the-art technology to enhance CLETS and how it will meet the diverse and complex needs of its clients.
- **Disaster Recovery.** The ability to continue providing services to criminal justice agencies in the face of disaster could be compromised if DOJ is not prepared in the face of disaster. Disaster recovery is important to the DOJ and priority will be given to enhance DOJ's preparedness when a disaster occurs.
- **Priority and Response Time.** The CLETS network was designed with heavy emphasis on the support of tactical law enforcement functions. As the network is expanded to support the investigative functions, information transported through this network is not just data but also includes photos, files and videos. The communications traffic on this network will have adverse impact on the critical information delivery to the tactical functions. This impact may jeopardize public and officer safety.
- **Increasing Demand for CLETS Access and Services.** There is an increased demand by criminal justice agencies for CLETS access and services, which places significant pressure on the DOJ to meet the demands within resource constraints. This requires that priorities be established within DOJ on how those business needs can be met.

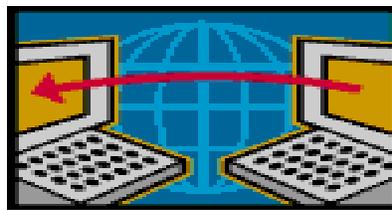
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Organizational Goals

The following goals are critical to the DOJ's mission:

- **Goal 1. Funding.** The CAC should identify viable funding strategies for CLETS so the DOJ and the CAC may address broad public safety issues.
- **Goal 2. Needs of Clients.** The DOJ must be aware of the needs of the criminal justice agencies for information exchange so it can be prepared to adapt to and make changes to embrace new strategic directions.
- **Goal 3. Integrity and Security of CLETS Network.** The security of CLETS should be improved to meet or exceed the National Crime Information Center standards (Federal Bureau of Investigation, Criminal Justice Information Services, Security Policy) as the volume of data traffic traversing through it will increase and new technologies are explored and implemented.
- **Goal 4. State-of-the-Art Technology.** Once the DOJ is aware of and understands the needs of law enforcement, it must research and be creative in its pursuit and exploration of new state-of-the-art technologies.
- **Goal 5. Disaster Recovery.** The DOJ shall take steps to ensure the protection of the CLETS network and the CLETS application in the event of a disaster.
- **Goal 6. Priority of the CLETS and response times.** As the CLETS network is expanded to support investigative functions for criminal justice agencies, information transported through the network will include data, photos, files and videos. The DOJ will take steps to maintain the priority of CLETS transactions and improve the response time for communications traffic on the network to provide necessary support for ensuring public and officer safety.
- **Goal 7. Increasing Demand for the CLETS.** With increased demands for CLETS access and services and pressure to meet demands within current budget constraints, the DOJ will evaluate its internal processes to meet client needs.



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Mission Statement

"The mission of the CLETS Advisory Committee is to represent the State's criminal justice community in advising the Attorney General on the development and application of policies, practices and procedures for the collection, storage dissemination and security of data utilizing the California Law Enforcement Telecommunications System network."

Vision Statement

"The Department of Justice will be proactive in its exploration and pursuit of new opportunities and technologies to enhance the quality of service and the capabilities of the California Law Enforcement Telecommunications System so that it may better respond to changing needs in the exchange of information among California criminal justice agencies."

Core Values

"The core values or guiding principles for the DOJ include:

- **Protection of Public and Officer Safety.** The public is better protected and law enforcement officers are safer when information is readily shared and exchanged among criminal justice agencies.
- **Leadership.** The DOJ will serve as a leader when responding to strategic directional changes and exploring state-of-the-art telecommunication technologies to facilitate the exchange of law enforcement data among California criminal justice agencies.
- **Commitment to Excellence and Professionalism.** The DOJ will strive for excellence and professionalism in performing its responsibilities.
- **Customer Service.** The DOJ staff will provide viable alternatives and options to its clients when providing customer service so that the Department may be responsive in solving problems related to the client's telecommunications needs."



Department of Justice
California Justice Information Services Division
CLETS Administration Section
4949 Broadway, Room D232
Sacramento, CA 95820
(916) 227-3677

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